

# A SYSTEM AND METHOD FOR CORRECTING THE FAILED DELIVERY OF ELECTRONIC DOCUMENTS

## ABSTRACT OF THE DISCLOSURE

A system and method are provided for reliable and customer-friendly delivery of documents. One method for electronically delivering documents is provided which includes the steps of: receiving a notice of a failed email delivery; changing a selected delivery option of an intended recipient of the failed email so that the intended recipient will no longer receive documents electronically; extracting a plurality of identifying email data fields from the notice of the failed email delivery; and retrieving alternate contact information for the intended recipient based on the extracted identifying email data fields.